SUBJECT: **Customer Sales Representative**

Compensation

Customer Sales Representatives will receive the following compensation:

1. Base salary of $800 bi-weekly ($20,800 annually)
2. Draw against commission of $584.62 bi-weekly ($15,200 annually)

Any variation to this program must be in writing and approved by the Vice President with an approved copy forwarded and on file with Human Resources.

Other Business Expenses:

1. A Cellular phone will be provided by the company for business use.
2. The company may provide travel and entertainment reimbursement with Branch Manager approval prior to incurring the expense.

Targets/Commissions

In order to receive commission payment, CSR must be employed with the company. Voluntary or involuntary separation with the company will result in forfeiture of any commissions pending, to be paid, or in any form of backlog.

A "target" will be established in each CSR's territory. A monthly target will be set at 95% of the twenty-four month average or last years CSR target times branch budgeted growth, whichever is the lesser of the two. Target amounts may be adjusted as the company feels necessary.

Commission will be paid as follows:

1. Five percent (5%) of sales over monthly target; draw from current and previous months must be covered before additional commission will be paid.
2. PMs Sold: First month revenue for every monthly and bi-monthly PM sold, 50% of revenue on quarterly PMs (Excluding Parts Sales). NOTE: Agreement must hold for twelve (12) months or payment will be reversed.
3. Twenty-five percent (25%) of the gross profit generated from allied equipment, powered pallet trucks, replacement batteries and replacement attachments (including all catalog sales) provided the gross profit is 20% or greater. For sales where gross profit is less than 20%, the commission will be 15% of the generated gross profit. <u>Allied sales will NOT be included in the monthly calculation of sales overage to qualify for 5% commission</u>.
4. Ten percent (10%) of billed training sold
5. $200 per unit for documented leads that generate a New or Used Truck or Capacity sale.
6. $500 for documented leads that generate a Rail Car Mover sale.
7. LTMA – 36 months and greater will be paid at 1st month of service billing. STMA and Service Agreement – 50% of 1st month service billing (excluding parts). This is only if LTMA is not sold with new unit.

8. New Customer Growth: $10 for each new customer credit application and $250 once a new customer reaches $5000 aftermarket billing (to be reviewed quarterly). Branch manager to maintain new customer submission log.

Change of Employment

If employment changes (transfer, promotion, death*, disability etc.), commissions will only be paid on equipment sold, delivered, invoiced through the end of the current month.

*In the case of death, commissions for current month will be paid to the beneficiary listed on the employee's Retirement Savings Plan account.

Review

This policy is reviewed annually or more often if necessary, and may be changed, with or without notice, to assure competitive salaries and achievement of corporate objectives. This does not constitute an employment contract.

Draw Against Commission

Salespersons paid straight commission are paid up to $2,000 biweekly (or $52,000 annually) as a draw against commission.

Other Business Expenses:

3. A Cellular phone will be provided by the company for business use.
4. The company may provide travel and entertainment reimbursement with RSM (Regional Sales Manager) approval.
5. $626.50 per month car allowance.

Commissions

Commissions and bonuses earned during the month are paid after payment has been received from the purchaser and will normally be paid in the second payroll of the following month. For example, January's commission will be paid on the 2nd pay period in February.

In order to receive commission payment, salesperson must be employed with The company. Voluntary or involuntary separation with The company will result in forfeiture of any commissions pending, to be paid, or in any form of backlog.

New Equipment-Class I, II, IV, V

- 30% of Gross Margin or $250 minimum per unit with RSM approval.
- 40% of Gross Margin or $500 minimum per unit with RSM approval if sold with approved LTMA (minimum 36 months), plus an LTMA commission of the first months maintenance payment. This commission applies to new units only under standard 36, 48, or 60 month contracts. Any variation to standard terms, including but not limited to a change in term, an "early out" agreement, a shorter term than 36 months, etc. will result in a change in commissioning. These changes will be designed and approved by the ROM and/or the VP-Aftermarket.

New Equipment-Class III

- 30% of Gross Margin or $100 minimum per unit with RSM approval.

Out of Territory-All Classes

- 30% of Gross Margin.

Used Lift Trucks up to 36,000 capacity

- 6% of sell price on first 30 units.
- 10% of sell price on all units in excess of 30 units.
- Lease turnovers do not count toward unit objective of 30.
- Lease turnovers are paid 30% of available Gross Margin.

- All used lift trucks greater than 36,000 pound capacity, commission to be determined by RSM and Director of Sales
- Overage from standard pricing will be split on a 50/50 basis up to 20% above the posted price

Rental
- Per Rental commission plan

Awareness & Market Share

	Quarterly	4 Consecutive Quarters (Market share & Awareness)
Awareness-40% Min.	$1,000 Bonus	$8,000 Bonus
Market Share-13% Min.	$1,000 Bonus	

New Customer
- 5 new customers, purchasing or leasing Class I, II, IV, V with LTMA.
- New customers are those who have not done business with The company-US in 8 years since time of purchase.
- “New Customer” designation also requires Director of Sales approval.
- $5,000 bonus.

Select Products
- 30% of Gross Margin per new Capacity Unit.
- $2,000 per unit lead fee on new and used Rail King Products resulting in a sale.
- 30% on all other Select Products with RSM approval.

72-24 Program
- With the booking of 72 new Hyster units and the delivery and cleared receivable of 24 used units, account manager will receive a $5,000 bonus.
- Director of Sales approval required

Export
- 25% of Gross Margin.
- Infringement cost of 3% of list will accrue as cost on each unit.
- Inventory carrying costs will be charged at 1% of total vendor invoice (including freight) against current commission backlog for any unit not delivered, invoiced, and paid within 30 days of receipt of equipment into the company's inventory.

LTMA Extensions

- Flat rate $50 per unit with ROM approval. Minimum term extension is 12 months. Rates must be approved by ROM.

Change of Employment

If employment changes (transfer, promotion, death*, disability etc.), commissions will only be paid on equipment sold, delivered, invoiced and paid by customer through the end of the current month.

*In the case of death, commissions for current month will be paid to the beneficiary listed on the employee's Retirement Savings Plan account.

Review

This policy is reviewed annually or more often if necessary, and may be changed, with or without notice, to assure competitive salaries and achievement of corporate objectives. This does not constitute an employment contract.

Note: Specific instructions on sales territories and sales department policies will be provided to the salesperson by the Regional Sales Manager and are subject to review and change with or without prior notice.

Business Expenses

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2. The company may provide travel and entertainment reimbursement with RSM (Regional Sales Manager) approval.
3. $626.50 per month car allowance.

Commissions

Commissions and bonuses earned during the month are paid after payment has been received from the purchaser and will normally be paid in the second payroll of the following month. For example, January's commission will be paid on the 2nd pay period in February.

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Select Products

- 30% of Gross Margin per new Capacity Unit.
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- 30% on all other Select Products with RSM approval.

72-24 Program

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- 25% of Gross Margin.
- Infringement cost of 3% of list will accrue as cost on each unit.
- Inventory carrying costs will be charged at 1% of total vendor invoice (including freight) against current commission backlog for any unit not delivered, invoiced, and paid within 30 days of receipt of equipment into the company's inventory.

LTMA Extensions

- Flat rate $50 per unit with ROM approval. Minimum term extension is 12 months. Rates must be approved by ROM.

SUBJECT: **Capital Equipment Sales Account Manager (No Draw)**

Change of Employment

If employment changes (transfer, promotion, death*, disability etc.), commissions will only be paid on equipment sold, delivered, invoiced and paid by customer through the end of the current month.

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Review

This policy is reviewed annually or more often if necessary, and may be changed, with or without notice, to assure competitive salaries and achievement of corporate objectives. This does not constitute an employment contract.

> Note: Specific instructions on sales territories and sales department policies will be provided to the salesperson by the Regional Sales Manager and are subject to review and change with or without prior notice.